

“Providing the highest quality integrated transportation services for economic benefit and improved quality of life”

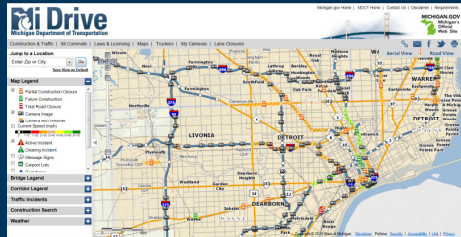
-MDOT Mission

Mi Drive

www.michigan.gov/drive



SEMTOC disseminates traffic information to the traveling public via www.michigan.gov/drive, which had a 50% increase in monthly visits over last year.



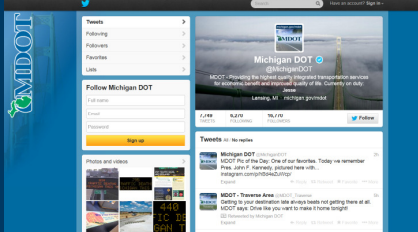
Smartphone users can connect with the corresponding QR code.

Twitter

@MDOT_MetroDet



SEMTOC increased its communication via social media in 2013. We began tweeting (@MDOT_MetroDet) in March 2013 and increased the number of followers by 28 percent, from 6,400 to 8,200, between March 2013 and September 2013.



Smartphone users can connect with the corresponding QR code.

A Message from the Region Engineer...

SEMTOC is a 24-hour, seven-day-a-week operation center that houses dispatchers from both MDOT and Michigan State Police allowing both agencies to share resources and information in order to effectively monitor traffic and manage traffic incident responses along more than 400 miles of Metro Detroit freeways. This is achieved by monitoring traffic sensors, distress calls and video feeds from more than 300 closed-circuit TV cameras, while coordinating with law enforcement agencies and other transportation officials.

SEMTOC is vital in MDOT’s achievement of its mission of providing the highest quality integrated transportation service for southeast Michigan commuters by improving their driving experience. Compared to previous years, 2013 SEMTOC handled more calls, assisted more stranded motorists using the Freeway Courtesy Patrol, handled more incidents and construction events, and proactively disseminated more messages to the dynamic message signs and to the media.

Our goal is to continuously improve operations strategies and provide the traveling public with the highest quality transportation services. We invite you to visit us regularly at Mi Drive and connect with us on Twitter to stay up-to-date on the latest travel conditions in Metro Detroit.

Tony Kratochil, PE
Metro Region Engineer

SEMTOC

SOUTHEAST MICHIGAN TRANSPORTATION OPERATIONS CENTER

2013 Annual Report



Oladayo Akinyemi, PE

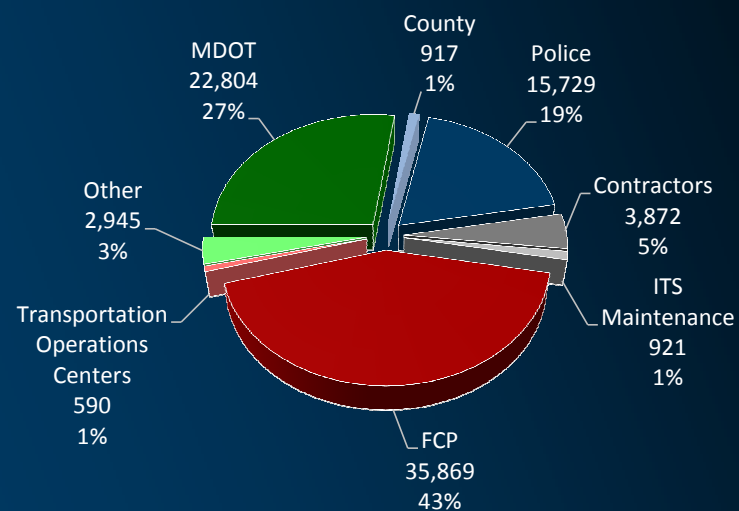
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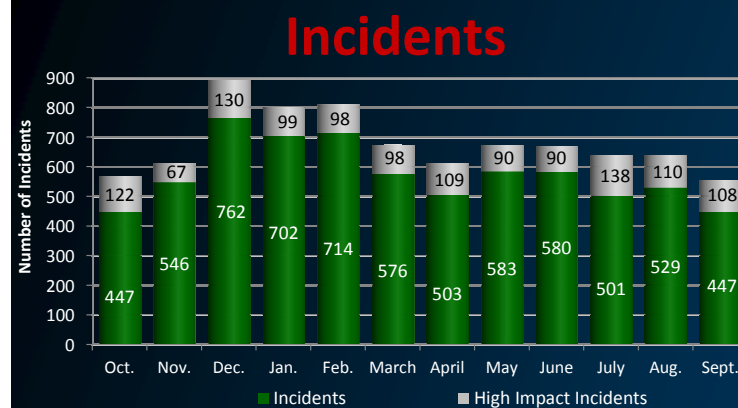
Control Room

Total Calls



SEMTOC managed 83,647 calls during the 2013 fiscal year (October 2012 - September 2013). SEMTOC observed an increase in calls of 19 percent over the same period last year. This improvement is a result of SEMTOC's efforts in working with stakeholders across the region. Resources are shared to efficiently manage incidents, construction and special events, such as the Free Press Marathon pictured above, within the community.

19% increase
in managed calls
over 2012 fiscal year



Outreach efforts to improve communication within the first responder community have improved incident notifications to SEMTOC, allowing for better utilization of the intelligent transportation system. Control room operators helped manage 8,149 incidents along Metro Region freeways during the 2013 fiscal year, a 30 percent increase over the same period last year.

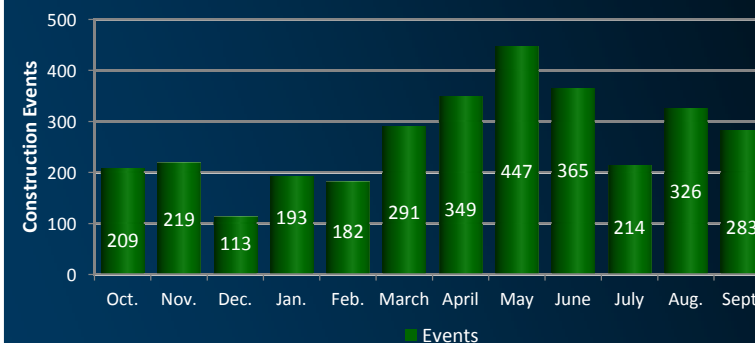
30% increase
in managed incidents
over 2012 fiscal year

Incident Management



Construction

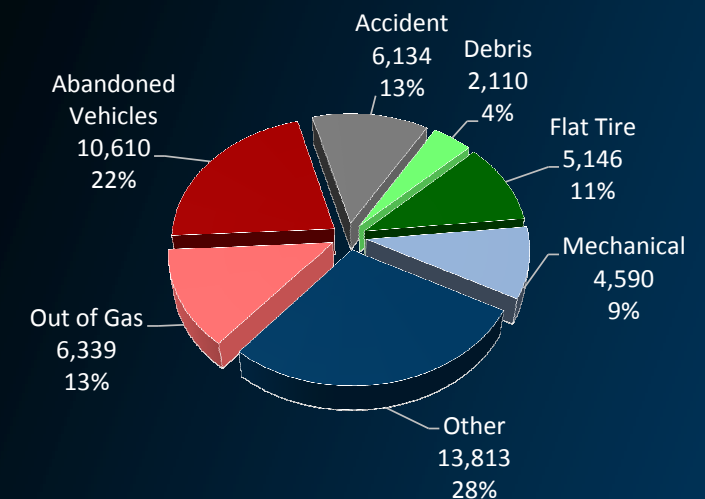
Construction Events



Control room operators regularly communicate with construction project personnel (3,191 communications in the 2013 fiscal year) in the field. Frequent updates from the field allow control room operators to share the latest information with the public via dynamic message signs, MI Drive (www.michigan.gov/drive), Twitter and media outlets. Project communication increased 48 percent over the same period last year, helping minimize negative traffic impacts near work zones.

48% increase
in construction events
over 2012 fiscal year

Total Assists



The Freeway Courtesy Patrol (FCP) helped maintain mobility along the Metro Region freeways with 48,742 assists, a 4 percent increase over the same period last year. An increase in assists, coupled with quicker response times, has ultimately reduced user delay costs (a measure used to track the financial impact of traffic delays on the general public).

4% increase
in FCP assists
over 2012 fiscal year

Freeway Courtesy Patrol

